



DEPARTMENT OF THE NAVY  
COMMANDER NAVY REGION SOUTHWEST  
937 NO. HARBOR DR.  
SAN DIEGO, CA 92132-0058

IN REPLY REFER TO :

COMNAVREGSWINST 1770.5  
N93M11R

20 MAR 2003

COMNAVREGSW INSTRUCTION 1770.5

Subj: CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Ref: (a) OPNAVINST 1770.1  
(b) BUPERSINST 1770.3  
(c) Navy Military Funerals, NAVPERS 15555D  
(d) MILPERSMAN  
(e) Casualty Assistance Calls Officer (CACO) Handbook  
NAVPERS 15607C  
(f) COMNAVMEDCOMINST 5360.1  
(g) OPNAVINST 4630.11D (NOTAL)  
(h) BUMEDNOTE 5360 of 11 Jan 90  
(i) DOD Directive 1300.18

Encl: (1) Listing of Geographical Zone Casualty Assistance  
(2) Listing of Casualty Assistance Calls Program Local Area  
Coordinators and Area of Responsibility within the  
Southwest Zone  
(3) Message Format for the Personnel Casualty Report  
Submitted by CACO  
(4) Casualty Assistance Calls Program Report  
(NAVPERS 1770/7)  
(5) Funding for CACO Programs

1. Purpose. To prescribe procedures and assign responsibilities for implementing the Casualty Assistance Calls Program (CACP) within Commander, Navy Region Southwest (CNRSW) geographical area of responsibility (AOR).

2. Background. The CACP was initiated by the Chief of Naval Personnel to provide personal notification and follow-on assistance to the primary next of kin (PNOK) and secondary next of kin (SNOK) of Navy personnel who become casualties while on active duty, active duty for training, or inactive duty for training. The program also provides for personal notification and assistance to former Navy flag officers and Department of the Navy civilians serving with or attached to U.S. Navy commands.

3. Responsibility.

a. The Chief of Naval Personnel has overall responsibility for the CACP. Coordination responsibility for the CACP is assigned to Regional Casualty Assistance Calls/Funeral Honors

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Support (CAC/FHS) Program Coordinators assigned by geographic zone listed in enclosure (1). Per references (a) and (b), CNRSW is the CAC/FHS Program Coordinator for the southwest geographic zone, which includes Arizona, Nevada, Utah, New Mexico, Colorado, California and Mexico. Commands listed in enclosure (2) are CAC/FHS Local Area Coordinators (LAC) covering sub areas of the southwest zone.

b. Local Area Coordinators will appoint a CACP Coordinator to ensure trained and qualified CACOs are available and relevant directives are available and current. A copy of the appointment letter will be provided to the Regional Casualty Assistance Call/Funeral Honors Support Office.

c. The CACP Coordinator will ensure the operation of an effective and efficient program, assign or reassign CACOs as directed by the Regional CAC/FHS Program Coordinator, ensure all required reports are forwarded in a timely manner and implement the Mass Casualty Contingency Plan when directed.

4. Policy. Regardless of the circumstances of the casualty, the response and assistance to their families will be handled with the utmost understanding and sensitivity. Navy personnel at all levels will support the program's guidelines to ensure that every reasonable effort is made to assist families.

5. Scope. CACP response and assistance will be with precedence regardless of where the next of kin (NOK) resides. In some cases other Regional Area Coordinators may request assistance due to a Navy activity being closer to the NOKs residence and that activity falling under a specific Regional Area Coordinator's jurisdiction as outlined in enclosure (1).

6. Procedures.

a. Reporting the Casualty. References (b) and (d) contain the provisions of the CACP including definitions, requirements and procedures for initiating Personnel Casualty Reports (PCR) and making personal notification to both primary and SNOK.

(1) A Personal Casualty Report (enclosure (3)) will be submitted by immediate message within 4 hours after the confirmation of a casualty.

(2) The member's Commanding Officer is responsible for ensuring a PCR is sent in a timely manner. If a member becomes a casualty while away from their command, the command first learning of the casualty will submit a PCR with available information and request that the member's parent command submit a final PCR.

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(3) Civilians working for the Department of the Navy who become a casualty will be reported by naval message by the activity first learning of the casualty.

(4) The Regional CAC/FHS Program Coordinator will be contacted immediately via telephone if a casualty occurs or the primary or SNOK reside within the southwestern geographical zone.

(5) The decedent's parent command is responsible for providing the casualty information needed for personal notification. This casualty information includes a copy of the service member's Record of Emergency Data (Page 2) and a copy of the Service Member's Group Life Insurance Election and Designation Form (SGLV-8286). Both documents will be faxed to the Regional CAC/FHS Program Coordinator as soon as possible. After normal working hours, these documents will be faxed to the CNRSW Staff Duty Officer.

b. Assignment of CACOs. Casualty Officers will be expeditiously assigned as any undue delay adversely affects the program's ability for prompt notification of the NOK.

(1) If the PNOK/SNOK reside in the immediate vicinity (approximately 50 miles) of the member's command, the Commanding Officer is responsible for assigning a CACO and effecting personal notification.

(2) When a ship or aviation unit is deployed at the time of the casualty or is deploying prior to completion of CACO duties, the cognizant type commander will assign a CACO to assist the NOK residing in the local area of the deployed unit's homeport.

(3) If the PNOK/SNOK reside in, but not in the vicinity of the member's command, the Regional CNRSW will assign the LAC for the geographical area listed in enclosure (2) to provide a CACO to make personal notification.

(4) If the PNOK/SNOK resides in the jurisdiction of another Regional Area Coordinator, CNRSW will request a CACO be assigned.

(5) In cases where a member stationed in another CACP zone becomes a casualty and the PNOK/SNOK reside within the southwestern zone or a courtesy CACO is required, CNRSW will assign the appropriate LAC or a San Diego area shore command to provide a CACO.

(6) All commands within CNRSW's AOR will assign one or

more commissioned officer and one or more enlisted E-7 and above staff member(s) with no less than two years of active duty experience, not a Chaplain or Recruiter, to serve as CACOs. CACOs will be appointed in writing and a copy of the appointment letter sent to the Regional Casualty Assistance Office. The appointment letter must include contact information for both normal and after normal working hours should the need arise.

c. Notification Procedures. When a Navy activity receives notification of the death, Duty Status Whereabouts Unknown (DUSTWUN), or missing status of an active duty Navy member, Regional Casualty Office will be immediately contacted for specific guidance as appropriate.

(1) It is recommended that CACOs immediately coordinate with local active duty or reserve Chaplain office's to arrange for a Chaplain to accompany the CACO on the initial notification of the NOK. If a Chaplain is not immediately available, notification will not be delayed and the CACO will arrange for another officer to accompany them. Although Chaplains will not be assigned as CACOs, they are a valuable resource in comforting grieving families.

(2) Notification to both PNOK and SNOK will normally be made between the hours of 0600 and 2400. However, in unusual circumstances, including situations with media involvement, notification may be made at anytime with prior approval by the Regional CAC/FHS Program Coordinator.

(3) When delaying notification until 0600, CACOs will consider travel time and depart at a time of day that will permit arrival at the NOKs residence before the start of the normal workday.

(4) After personal notification is accomplished, the CACO will immediately notify the Regional Casualty Assistance/Funeral Honors Support Office by telephone of the hour and date notification was completed. This telephone call will be confirmed by a naval message to the Chief of Naval Personnel, information to CNRSW and other appropriate commands. The message will advise of the official notification time/date, provide the name, rank/rate, duty station, mailing address, office and home phone numbers of the designated CACO and confirm the NOK's address. This message must be sent within 48 hours after notification is completed. Pertinent information contained in this message is used to send condolence letters, and prepare a benefits package to be sent to the CACO at a later date.

(5) CACOs are not authorized to make notifications other than face-to-face unless approved by the Regional CAC/FHS Program

Coordinator.

(6) In the event the local police department or other agency contacts the NOK prior to official Navy notification, the CACO will still make personal contact with the NOK even if they may already be aware of the casualty. Official notification is completed when a uniformed Navy representative has made face-to-face contact with the NOK.

7. Action. All commands within CNRSW's area of responsibility will:

a. Appoint a command CACO representative. This individual will be the primary point of contact for CACO assignments. The command CACO representative will ensure their command maintains qualified and trained CACOs at all times and will be responsible for maintaining assignment procedures. The command CACO representative will be appointed in writing with their contact information for both working hours and after hours. A copy of the appointment letter will be forwarded to the CAC/FHS Program Office.

b. Designate a minimum of two CACOs and two alternates; one for officers and an alternate, and one for enlisted and an alternate. Commands with a large number of personnel should designate an appropriate number of qualified CACOs.

c. Make every effort to assign only officers with over two years active duty experience and enlisted personnel E-7 through E-9 as CACOs. E-6 personnel will be assigned CACO duty **only** when more senior personnel are not available.

d. Use CACO teams consisting of one experienced CACO and one CACO under instruction, if possible, to maintain continuity of experience.

e. Immediately report all deaths (and personnel in a missing or DUSTWUN status) by telephone to the Regional CAC/FHS Program Office or the CNRSW Command Duty Office after hours. CNRSW will be included on the personnel casualty report message and any related message traffic, regardless of where the NOK reside.

f. Commanding Officers will ensure watch standers are familiar with the notification requirements of the Casualty Assistance Calls Program to ensure timely action is taken when a CACO call or message is received.

8. Multiple Casualty Situations.

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a. In the event a deployed command suffers multiple casualties, the type commander will be responsible for assigning CACOs.

b. For shore commands and units in port at the time of the multiple casualty incident, the Commanding Officer is responsible for assigning CACOs. If the command is unable to provide CACOs, assistance will be provided through their chain of command.

c. When requested by the type commander, the Regional CAC/FHS Program Coordinator will assign additional CACOs from shore commands.

9. Mass Casualty Plan.

a. General. When a major disaster, defined as the demise or very serious injury of fifteen (15) or more personnel at one site, the Mass Casualty Plan may be implemented so that notification and assistance to the NOK can be effected immediately. Upon direction of higher authority, COMNAVPERSCOM will initiate a Mass Casualty Plan and establish an Emergency Communication Center (ECC) to disseminate pertinent information to the Regional CAC/FHS Program Coordinator. The Regional CAC/FHS Program Coordinator will then establish an Emergency Response Center (ERC) to process information regarding the disaster including names of injured and deceased personnel. All potential CACOs and chaplains are placed on an emergency standby status.

b. Administration and Logistical Support. The Mass Casualty Contingency Plan will be supported by personnel from Religious Programs, Bachelor Housing, Fitness & Recreation, Force Protection, Naval Medical Center, San Diego, Public Affairs Office (PAO), Legal, Fleet and Family Support Center (FFSC) and other CNRSW personnel, as required. The Regional CAC/FHS Program Coordinator will coordinate staffing a watch bill to support the Emergency Response Center with the CNRSW Staff Command Master Chief.

(1) Commanding Officers from all naval activities under CNRSW's Area of Responsibility (AOR) will provide trained CACOs as needed.

(2) Local Area Coordinators will alert commands within their potential area for multiple CACO assignments.

(3) The Regional CAC/FHS Program Coordinator will conduct periodic briefs to update assigned CACOs on information received from COMNAVPERSCOM.

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(4) The FFSC will establish a phone bank to receive calls and relay information. The FFSC will provide counselors, as appropriate, to help support the emotional needs of the NOK.

(5) The CNRSW Public Affairs Officer will maintain contact with national/local media and maintain communication with the Regional CAC/FHS Program Coordinator.

(6) The CAC/FHS Program Coordinator will establish workstations to collect information. These workstations will be manned at all times and the responsible party will ensure that all pertinent information is logged accurately and in a timely manner. The individual assigned to monitor the work stations will be vigilant of incoming material and will institute an effective tracking device to monitor the status of items collected at all times. The workstations will be distributed as follows:

(a) Workstation One. (Compilation of Case File): Collection of Death Certificate information, Record of Emergency Data (Page 2), SCLI designation Forms and PCRs. The data for the Death Certificate will be legibly printed or typed on a draft form and delivered to COMNAVPERSCOM, Port Mortuary Affairs, Decedent Affairs Office or other pertinent agency for issuance of a death certificate. All documents will be incorporated into the member's case file.

(b) Workstation Two (Collection of Medical/Dental Records): Collection of medical/dental records, panorex and any other medical information. Complete control will be maintained on each record until delivery to the appropriate activity.

(c) Workstation Three (Collection of DNA Samples): Collection of DNA samples and accurately labeling of each container with the service member's name and social security number and ensuring the inclusion of the donor's complete name and relationship to the deceased.

(d) Workstation Four (Notification Status/Very seriously injured personnel): Maintain up-to-date information on notification times and other pertinent information regarding the NOK status. At times NOK cannot be located and proper documentation must be maintained and forwarded to the CACO assigned to make notification. This area will maintain a dry erase board or other suitable measure to document notification times. This station will monitor service members that have been placed in a very serious injury status and update appropriately should their status change.

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(e) Workstation Five (Collection of Personal Effects/Personal Items): Will collect personal items belonging to the service member and properly inventory and deliver personal effects to the recipient by most expedient means. Normally the CACO will deliver personal effects to the NOK. A copy of the inventory sheet will be placed in the member's case file.

(f) Workstation Six (Family Travel): Responsible for Invitation Travel Orders (ITOs) for family members to travel to and from memorial services and/or funeral services. Will maintain an accurate spreadsheet of travelers and ensure travel arrangements are fully accommodated.

(g) Workstation Seven (Escorts/Volunteer CACOs): Will compile an accurate list of escorts identified to assist the NOK and/or identified to escort the human remains or cremated remains. Will conduct escort briefs and ensure personnel acting in the capacity of an escort are fully aware of their duties and responsibilities. A separate list will be maintained for any CACOs volunteering to assist.

(h) Workstation eight (Uniforms): Responsible for collecting uniforms and uniform accessories for burial. Once the uniform has been assembled, it will be delivered to the shipping command for placement on the decedent.

10. CACO Responsibilities. References (b), (d) and (e) are the principal source of information and guides for CACOs in fulfilling their responsibilities. CACOs will institute a follow-through and report back process for assigned tasks and develop an effective and organized system to keep track of reports, documentation and other information related to the casualty. The CACO must have a firm grasp of the situation pertaining to the assigned case and ensure complete control of the Casualty Case File at all times. The CACO must be thoroughly knowledgeable of the notification process, burial and/or funeral arrangements and have a working knowledge to assist with survivor benefits claims. Specifically, CACOs will:

a. Be thoroughly familiar with and perform their duties in accordance with references (b), (d) and (e).

b. On the initial notification visit, the CACO notification team will wear the Service Dress uniform of the season. Officers and Chief Petty Officers may wear the Summer Khaki uniform only when the time to change to the Service Dress uniform would result in a lengthy delay in notifying the NOK. Working uniforms will **not** be worn.



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c. Once assigned as a CACO, it becomes the individual's primary duty until the case is completed and assistance is no longer required. Due to the high concentration of various tasks, the volume of work involved, and the sensitive nature of this assignment, commands are encouraged to relieve assigned CACOs from watch bills for the period necessary to complete the case.

d. A notification message will be submitted by all CACOs assigned to notify the NOK after notification has been completed. The notification message will be submitted within 48 hours of the notification to NOK. The notification message will include the CACOs complete name/rate/rank and command mailing address and contact information both during and after normal working hours and confirm the NOK's address. It is critical that this message be submitted since information contained will be used by other commands in order to send condolence letters and to arrange for the preparation of the benefits package to be mailed to the CACO.

e. CACOs will maintain close liaison and communication with the Regional Coordinator and between all CACOs involved in a single case. The CACO will report any dissatisfaction from the NOK to the Regional Casualty Office immediately.

f. In those cases where the NOK are moving prior to the completion of all phases of the CACP, the CACO should contact CNRSW to arrange for the assignment of a follow-on CACO in the new area of residence. Once a replacement CACO has been activated, the CACO being relieved will inform the NOK and provide them with the contact numbers for their new CACO. The CACO will ensure the newly assigned CACO has received an appropriate turnover by telephonically relaying all pertinent information prior to being relieved as the assigned CACO.

g. References (c), (f) and (g) and paragraph 10 of this instruction provide information to assist CACOs in the areas of decedent affairs and military funerals.

11. Casualty Assistance Calls Program Report. The designated CACO will prepare a CACP Completion Report, NAVPERS 1770/7 (enclosure (4)) in accordance with reference (d) and submit it to Navy Personnel Command (PERS-62) via CNRSW (Code N93M11R) when the next-of kin has received all benefits, but no later than 120 days after the death. CACOs should notify the Regional CAC/FHS Program Coordinator if more time is needed. Initial reports are required within 30 days of the incident and interim reports within 60 days. Additional interim reports may be required as circumstances warrant. The report retention period is three years.

12. Standby CACOs.

a. The assignment of a standby CACO is required by Article 4210160 of reference (d) only when a member is placed on the very seriously ill/injured list and is in imminent danger of loss of life and the member's NOK reside overseas from the place of hospitalization.

b. Assignment of standby CACOs will occur only when directed by the Chief of Naval Personnel.

c. The standby CACO will be available 24 hours during this assignment. In the event of a death, the standby CACO will be contacted immediately to execute all CACO duties and responsibilities.

13. Travel Expenses, Claims and Funding.

a. Government transportation will be utilized when available. Per reference (a), CNRSW as the Regional CAC/FHS Program Coordinator will reimburse CACOs for official expenses incurred during their assignment.

b. For local travel, the CACO will submit a Standard Form 1164 within 15 days of completing all official travel to CNRSW (Code N93M11R) and include on the Standard Form 1164, the statement "Travel performed in connection with the CACP in the case of (Name of deceased)." Reimbursement expenses include mileage, toll fees and telephone calls made from non-government telephones.

c. Toll or long distance telephone calls from personal telephones in connection with the CACO assignment will include a copy of the telephone statement with the SF 1164.

d. CACOs whose assignment involves travel requiring a round trip of more than 12 hours duration, will contact the CNRSW CAC/FHS Program Coordinator for authorization and accounting data prior to commencing the travel. Temporary Assigned Duty (TAD) orders must be issued in order to claim expenses for meals.

e. Enclosure (5) lists funding sources for expenses encountered by the family and the CACO.

14. Decedent Affairs.

a. The Navy's Decedent Affairs Program provides for identification, preparation, and transportation of active duty members and other eligible personnel.

b. The Military Medical Support Office (MMSO), Great Lakes, IL has worldwide central command and control of all Decedent Affairs cases, processes all Decedent Affairs Program claims, and

negotiates one-time contracts for primary care of remains in accordance with reference (i) when necessary. MMSO is required to be an information addressee on all casualty report messages. Telephone numbers are: DSN 792-3950/42, Commercial (708) 688-3950/42, Duty Office DSN 792-3925, Commercial (708) 688-3925.

c. Decedent Affairs Offices at Naval hospitals are responsible for arranging the services listed in reference (f), when a death occurs in their local area of responsibility. The local Decedent Affairs Officer (DAO) should be contacted by a command suffering a casualty for specific guidance.

d. An autopsy will be conducted on all active duty deaths. The county medical examiner or an active duty military forensic pathologist performs the autopsy. County medical examiners/coroners do not have jurisdiction on board naval installations. When an active duty person dies on board a naval installation, including ships, the Regional Navy Medical Examiner must be contacted to arrange an autopsy in accordance with reference (j). Currently, the Regional Medical Examiner for the southwestern zone of the United States is at Naval Medical Center, San Diego and can be reached at DSN 522-8211, Commercial (619) 532-8211 or Duty Office DSN 522-6400, Commercial (619) 532-6400 after normal working hours.

e. Upon completion of the autopsy, the remains are transported to a local civilian mortuary for primary care. Primary care includes preparation, required supplies and services for preservation, clothing, and casketing or cremation of the decedent. Primary care within the continental United States is obtained through:

(1) Annual or one-time contracts awarded to funeral directors servicing specified areas; or

(2) In the event a government contract is not available, such as in outlying or rural areas, one-time contracts will be negotiated by the Military Medical Support Office. The contract must be approved and signed prior to the remains being transported to the funeral home for preparation. Only the Military Medical Support Office is authorized to enter into contracts for funeral home/mortuary services.

(3) The PNOK is not required to accept a government contract; however, reimbursement for private arrangements is limited by reference (f). Generally, it is financially in the best interest of the PNOK to allow primary care to be performed by a mortuary under an annual or one-time government contract.

f. Chapter 6 of reference (f) contains procedures for

obtaining primary care for active duty members who die Outside of the Continental United States (OCONUS).

g. The parent command of the deceased is required to provide an inspection-ready Service Dress Blue uniform to the Decedent Affairs Office or mortuary that is performing the primary care. Reference (f) contains accounting data to purchase a uniform when one is not available. Burial in clothing other than the Service Dress Blue uniform is authorized if requested, in writing, by the PNOK.

h. Viewing of remains by NOK may take place at the funeral home when the primary care has been completed. Viewing at a Naval hospital or coroner's morgue is normally not permitted.

i. The NMCSO will liaison with the appropriate organization for tissue and/or organ transplant issues. The Decedent Affairs staff will contact the San Diego Eye Bank and Life Sharing Community Organ/Tissue Organization when potential donors exist. These organizations may contact the NOK of deceased active duty personnel who are potential donors, but only after they have been personally notified of the death by their CACO. CACOs will not discuss tissue/organ donation with family members. If family should raise the issue, the CACO will refer them to the Life Sharing Organization at telephone number (619) 521-1983, or 1-888-4A-DONER.

j. In accordance with reference (f), escorts will be provided for the remains or cremated remains of all casualties occurring in CONUS. Only one escort is authorized using Care of the Dead Program funding; however, more than one escort may be assigned if the decedent's command provides funding. A special escort specifically requested by the PNOK is authorized. The responsibility for furnishing escorts rests with the decedent's command. Commands who are deployed or whose deployment is imminent will contact the military hospital Decedent Affairs Office making arrangements for shipment of the remains to arrange for an escort.

k. Secondary care of the remains includes expenses incurred in connection with the funeral and burial of remains or cremated remains, including but not limited to those incurred for local transportation of relatives to the cemetery, single gravesite, vault, funeral director's services, clergy services, opening and closing grave, floral tributes and obituary notices. The PNOK may submit a DD Form 1375 (Request for Reimbursement of Expenditures for Payment of Funeral and/or Interment Expenses) provided to them by the Decedent Affairs Office to the MMSO. If the PNOK resides out of the area the escort may deliver the DD Form 1375 to them. The maximum allowance amounts are contained

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in reference (f).

15. "Blue Bark" Passengers.

a. Reference (h) states policy concerning the movement of dependents of deceased military members and civilian employees of the Department of Defense when a military department sponsors travel to and from the United States and between overseas areas.

b. The code name "Blue Bark" is included in travel orders and in all communications to help identify the circumstances of travel and thus expedite movement and the courtesies to be extended.

16. Personal Effects/Household Goods (PPE/HHG).

a. The command responsible for inventory of PPE will appoint an Inventory Control Board consisting of two or more personnel. Per reference (b), arrangements for shipment of PPE/HHG will be completed within two weeks from the date of death. All PPE/HHG will be appropriately inventoried and a copy of the NAVSUP 29 (Inventory Sheet) faxed to the Regional CAC/FHS Office upon completion.

b. The Inventory Control Board will ensure to sanitize all PPE/HHG. In the event any derogatory or inappropriate material is discovered, these items will be inventoried separately and a copy of the inventory sheet sent to the recipient of personal effects giving them the option to have the materials shipped to them or discarded. The inventory control team will use best judgment in identifying derogatory or inappropriate material.

c. Commands responsible for distributing PPE will maintain close liaison with the Regional CAC/FHS Office to ensure specific guidelines are met. The order of precedence for delivery of PPE/HHG is as follows:

- (1) Administrator or Executor of the estate
- (2) Spouse
- (3) Children
- (4) Parents

d. The command responsible for conducting an inventory of PPE/HHG will send a message indicating when the PPE/HHG will be shipped, where it will be sent, the estimated time of arrival, and indicate the bill of lading numbers for each shipment.

e. In the event parents entitled to PPE/HHG are divorced or reside in separate addresses, both parents are equally entitled to the PPE/HHG. The parents will be afforded the opportunity to agree on distribution of the PPE/HHG. In the event they cannot agree, all PPE/HHG will be inventoried and placed in temporary storage for a period of one year or until the parents can decide on appropriate distribution of items.

17. CACO Training.

a. Personnel assigned CACO duty must attend CACO training prior to being assigned CACO responsibilities. Commands are responsible for ensuring that individuals designated as CACOs are familiar with their duties, responsibilities, and their role as the Secretary of the Navy's representative. Trained CACOs are encouraged to attend refresher training every three years.

b. CNRSW conducts monthly CACO training in the San Diego area. CNRSW will promulgate schedules quarterly by Naval message. Local Area Coordinator training is available annually.

c. Commands may contact CNRSW CACO training quota control at DSN 526-7178, commercial (619) 556-7178 for reservations or additional information.



A. D. BRUNHART  
Deputy and  
Chief of Staff

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**LISTING OF GEOGRAPHICAL ZONES CASUALTY ASSISTANCE CALLS/  
FUNERAL HONORS SUPPORT PROGRAM COORDINATORS**

GEOGRAPHICAL ZONE	AREA OF RESPONSIBILITY	CACP COORDINATOR
SOUTH WEST	California, Arizona, New Mexico, Colorado, Utah, Nevada, and the country of Mexico	COMNAVREG SW SAN DIEGO CA Comm: (619) 556-8614/7178 Fax: (619) 556-5532 Duty Officer: Comm: (619) 524-2314 Fax: (619) 524-2470
NORTH WEST	Wyoming, North Dakota, South Dakota, Idaho, Nebraska, Montana, Washington, Oregon and Alaska including the Aleutian Islands & the Canadian Provinces of British Columbia, Alberta, Yukon and Saskatchewan	COMNAVREG NW SEATTLE WA Comm: (306) 315-5132 DSN: 322-5132 Fax: (306) 315-5116 Duty Officer: Comm: (306) 981-7575 DSN: 322-7572 Fax:
MID WEST	Louisiana, Arkansas, Oklahoma, Texas, Kansas, Missouri, Iowa, Illinois, Minnesota and Wisconsin	COMNAVRESFOR NEW ORLEANS LA Comm: (504) 678-1275 DSN: 363 1275 Fax: (504) 678-1276 Duty Officer: Comm: (504) 678-5313 DSN: 363-5313 Fax:
SOUTH EAST	South Carolina, Georgia, Florida, Alabama, Tennessee, Mississippi, and North Carolina	COMNAVREG SE JACKSONVILLE FL Comm: (904) 542-1536 DSN: 942-1536 Fax: (904) 542-0422 Duty Officer: Comm: (904) 356-7842 DSN: 942-7842 Fax: (904) 542-3538
NAVAL DISTRICT WASHINGTON, DC	District of Columbia, Maryland, and the counties of Arlington, Fairfax, Stafford, King George, Prince William and Westmoreland in Virginia, Warren, Loudon, Fauquier. Also counties of Mineal, Berkley, Jefferson, Morgan of West VA	COMNAVDIST WASHINGTON DC Comm: (202) 433-2607/2707 DSN: 288-2607 Fax: (202) 433-6158 Duty Officer: Comm: (202) 433-2217 DSN: 288-2217 Fax: (202) 433-6158
MID ATLANTIC	West Virginia (less counties of Mineal, Berkley, Jefferson, Morgan), Kentucky, Pennsylvania, Delaware, Iceland, Virginia less; Arlington, Fairfax, Stafford, King George, Prince William and Westmoreland counties	COMNAVREG MIDLANT NORFOLK VA Comm: (757) 322-2817/2826 DSN: 262-2826 Fax: (757) 444-2767 Duty Officer: Comm: (757) 329-8827 DSN: Fax: (757) 445-2115
NORTH EAST	Main, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Ohio, Michigan and Indiana, Canadian Provinces of Quebec, New Brunswick, Ontario Nova Scotia, Manitoba, and Northwest territory	COMNAVREG NE GROTON CT Comm: (860) 694-5982/3189 DSN: 694-5982 Fax: (860) 694-3699 Duty Officer: Comm: (860) 694-3676 DSN: 694-3676 Fax: (860) 694-3699

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**LISTING OF CASUALTY ASSISTANCE CALLS/FUNERAL HONORS SUPPORT LOCAL  
AREA COORDINATORS AND AREA OF RESPONSIBILITY**

<b><u>AREA OF RESPONSIBILITY</u></b>	<b><u>SUBAREA COORDINATOR</u></b>
San Diego County, Orange County, Riverside and San Bernardino Counties	Commander, Navy Region Southwest
Counties of Los Angeles, Ventura and Santa Barbara, Kern, Inyo, and Clark County Nevada	Naval Base Ventura County
Fresno, Madera, Kings, and Tulare Counties of CA	Naval Air Station Lemoore CA
Monterey, San Benito, San Luis Obispo and Santa Cruz Counties of CA	Naval Postgraduate School, Monterey CA
California Counties of San Mateo, Santa Clara, Merced, Mariposa and Mono and all counties North thereof	Naval and Marine Corps Reserve Center Alameda CA
Imperial County CA	Naval Air Facility, El Centro CA
Arizona	Naval and Marine Corps Reserve Center Phoenix, AZ
Nevada (Less Clark County)	Naval Air Station, Fallon NV
Utah	Naval Reserve Officers Training Corps Unit, University of Utah, Salt Lake City UT
New Mexico	Naval and Marine Corps Reserve Center, Albuquerque NM
Colorado	Naval and Marine Corps Reserve Readiness Center, Aurora CO



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10 JUL 1955

APPENDIX A-3

MESSAGE FORMAT FOR THE PERSONNEL CASUALTY REPORT SUBMITTED BY CACO  
(RCS: BUPERS 1770-4)

CASUALTY REPORTING

COMMAND: \_\_\_\_\_

DATE/TIME

GROUP: \_\_\_\_\_

TYPE OF CASUALTY: \_\_\_\_\_  
Death/Missing

ALPHA: \_\_\_\_\_  
Grade/rate - Name of Casualty - Social Security Number -  
Officer Designator

BRAVO: \_\_\_\_\_  
Status (e.g., ACDU/INACTDUTRA/ACDUTRA) Duty Station/Point  
of Contact/Tel. No.

CHARLIE: \_\_\_\_\_  
Hostile (KIA/POW) - Non-Hostile (peacetime casualties)

DELTA: \_\_\_\_\_  
Date - local time of casualty incident - place  
Circumstances of casualty incident: \_\_\_\_\_

\_\_\_\_\_

Cause of death : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ECHO: \_\_\_\_\_  
Location of remains: name, address, and telephone number  
for funeral home

FOXTROT: \_\_\_\_\_  
Primary next of kin (Name - address - relationship)

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Enclosure (3)

COMNAVREGSWINST 1770.5D

20 MAR 2003

BUPERSINST 1770.3

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Secondary next of kin (Name - address - relationship)

Other next of kin (e.g., children by former marriage)

GOLF: Notification of next kin:

PNOK:

Date - time - notified by whom

SNOK:

Date - time - notified by whom

HOTEL: N/A

INDIA:

Date of Dependency Application/Record of Emergency Data

JULIET:

a. Death Gratuity beneficiary (NOTE: It is payable first to spouse, if none, to member's children, and if none, then it is payable to member's relative designated by him/her on Dependency Application/Record of Emergency Data)

b.

Naval Activity to pay Death Gratuity

c.

Unpaid pay and allowances beneficiary listed on Dependency Application/Record of Emergency Data (payable to that named person regardless of relationship)

KILO:

CACO Coordinator activity

LIMA:

Race - Religious Preference - Date of Birth

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MIKE:

Commercial Life Insurance Co. coverage: company -  
address - policy number

NOVEMBER: a.

Pay grade

b.

Basic Pay - Special Pay (Monthly Rate).

c.

Period of service (years - months - days):

d.

Number of days accrued leave

e.

Amount of BAQ/VHA/OHA

f.

Pay record location

g.

Veterans Educational Assistance Program (VEAP)  
contributions; Montgomery GI Bill Pay Deductions

h.

Estimated date casualty's command to mail medical/  
service record to BUPERS (Pers-663)

OSCAR:

SGLI coverage (yes/no) - amount - beneficiary named on  
VA Form 29-8286 or VA SGLV 8283

PAPA:

JAG Investigation to be conducted: yes/no

Investigation Officer - Duty Station - Telephone Number

QUEBEC:

Name - address - relationship of person to receive  
personal effects

Anticipated date of shipment of personal effects

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NOTE: DURING NORMAL WORKING HOURS, ALL PERSONNEL CASUALTY REPORTS MUST BE  
REVIEWED BY CAC/FH REGIONAL COORDINATOR PRIOR TO RELEASE. AFTER HOURS,  
CONTACT THE NRSW DUTY OFFICE AT (619) 524-2314.

## CASUALTY ASSISTANCE CALLS PROGRAM

To: Commander, Navy Personnel Command (PERS-621)

Report BUPERS 1770-1

Via: CAC/FHS Program Coordinator

Date:

A casualty assistance call was made and assistance rendered as indicated. The NOK was requested to advise or contact me or my successor on any matter where difficulty is encountered and to advise when all payments for claims benefits or rights are received. BUPERS and the cognizant CACO Coordinator will be advised when the case is closed. List an asterisk (\*) beside any item to indicate the placement of comments in the Remarks Section.

Name of Deceased:	RANK/RATE:	SSN:	DATE OF DEATH:
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NAME ADDRESS AND RELATIONSHIP OF PERSON BEING ASSISTED:	DATE BUPERS BENEFITS LETTER RECEIVED:
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DATE AND TIME OF NOTIFICATION:	DATE LETTER OF CIRCUMSTANCES RECEIVED:
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CACP MANUAL REFERENCE	SUBJECT	ACTION (AS APPROPRIATE)		
		DATE APPLIED FOR	DATE RECEIVED	N/A
APPENDIX E	REPORT OF CASUALTY (DD 1300) (Furnished to NOK and other agencies)			
CHAP VI	DEPENDENTS ALLOTMENTS AND ALLOWANCES			

### CLAIMS AND APPLICATIONS SUBMITTED

CHAP V	BURIAL ENTITLEMENTS: A. NAVY B. SOCIAL SECURITY ADMINISTRATION			
CHAP V	DEATH GRATUITY			
CHAP VI	UNPAID COMPENSATION (Unpaid Pay and Allowances)			
CHAP VI	SURVIVOR BENEFIT PLAN ANNUITY (Applicable to members with over 20 years of service)			
CHAP VI	SERVICE MEMBER'S GROUP LIFE INSURANCE (Submit claim to OSLI)			
CHAP VI	COMMERCIAL LIFE INSURANCE APPLICATION SUBMITTED (Indicate in remarks the name of the company which commercial insurance is carried)			
CHAP VI	UNIFORMED SERVICES IDENTIFICATION AND PRIVILEGE CARD (DD 1173) (May include medical care, exchange and commissary privileges)			
CHAP VI	DEPENDENCY AND INDEMNITY COMPENSATION			
CHAP VI	SOCIAL SECURITY SURVIVOR BENEFITS (Submit claim to local Social Security Administration Office)			
CHAP VI	DEPENDENTS' TRAVEL CLAIM (Claims are settled by local PSD)			
CHAP V-VI	TRANSPORTATION OF HOUSEHOLD GOODS/PERSONAL EFFECTS			
CHAP V	GOVERNMENT HEADSTONE OR MARKER (Application not required if burial is in national cemetery)			

### ASSISTANCE REQUIRED (Indicate in "Remarks" to whom referred for assistance)

CHAP VII	INCOME TAX (W-2 furnished directly to NOK by DFAS without request upon completion of processing)			
CHAP VII	BANK ACCOUNTS, SAVINGS BONDS, SECURITIES, REAL STATE, WILL			

NAVPERS 1770/7 (Rev. 7/99)

INVESTIGATIVE REPORTS REQUEST (As applicable)

Enclosure (4)

<b>CHAP IV</b>	JAGMAN INVESTIGATIVE REPORT			
	NCIS INVESTIGATIVE REPORT			
	AIRCRAFT MISHAP INVESTIGATIVE REPORT			

☐ INITIAL

☐ INTERIM

☐ FINAL

SPECIAL REQUESTS MADE BY BENEFICIARY:

ACTION TAKEN BY CACO:

ACTION DESIRED BY BUPERS AS FOLLOWS:

GENERAL REMARKS: (Include liaison and contacts with agencies, Individuals and relatives, comments, observations, recommendations and comments of NOK)

ADDRESS OF NOK

☐ NO CHANGE

☐ NEW ADDRESS IS:

CACO DSN/COMMERCIAL PHONE Nos.

SIGNATURE AND RANK/RATE OF CACO MAKING REPORT:

ACTIVITY TO WHICH ATTACHED:

**FIRST ENDORSEMENT**

DATE:

From:

To: Commander, Navy Personnel Command (PERS-621)

1. Forwarded

SIGNATURE:

NAVPERS 1770/7 (Rev. 7-99)

20 MAR 2003

FUNDING FOR CACO PROGRAMS

<u>TYPE</u>	<u>WHO PROVIDES FUNDING</u>	<u>REFERENCE</u>
TRAVEL FOR NOK TO BEDSIDE OF ILL/ INJURED	PERS-663	CNO OP ZERO ONE 040001Z MAY 88
LOCAL TRAVEL OF ASSIGNED CACO	CNRSW	CNRSWINST 1770.5D
TRAVEL OF CNRSW ASSIGNED CACO (OF MORE THAN 12 HOURS DURATION)	CNRSW	CNRSWINST 1770.5D
TRANSPORTATION OF REMAINS (ACTIVE DUTY)	BUMED	COMNAVMEDCOMINST 5360.1 PARA 11-7
TRANSPORTATION OF REMAINS OF ACTIVE DEPENDENTS	BUMED	COMNAVMEDCOMINST 5360.1, PARA 2-3b
TRAVEL OF ESCORT (ACTIVE DUTY DEATH)	BUMED	COMNAVMEDCOMINST 5360.1, CHAP 10
PURCHASE OF UNIFORM FOR BURIAL (IF NOT IN SEADAG)	BUMED	COMNAVMEDCOMINST 5360.1 PARA 11-7
TRAVEL OF NOK TO OUT OF AREA FUNERAL	PERS-621	NAVPERS 15607 Section 3
TRAVEL OF FUNERAL DETAIL/BUGLER FOR ACTIVE DUTY DEATH	CNRSW	CNRSWINST 5360.1N